



## **Quality Council**

Tuesday, August 24, 2004

**4:00-5:30 p.m.**

Conference Room 6A, Exchange Building  
821 Second Avenue, Seattle WA 98104

### **Members Attending:**

Helen Nilon (chair), Steve Collins, Albert Gallegos, Frank Jose, Alice Howell, Eleanor Owen.

### **Staff Present:**

Lisbeth Gilbert  
Melisande Noe

#### **I. CALL TO ORDER**

The meeting was called to order at 4:05 p.m.

#### **II. ANNOUNCEMENTS**

Introductions were made all around, as this was Helen's first meeting as chair.

Alberto asked if he could bring a guest, Joon Yoo Han of Asian Counseling and Referral Services.

Steve reported that he is in the process of writing a report on the history of the clubhouse movement, and wants to present it at the next QC meeting. Members agreed to include Steve's presentation on the next meeting agenda.

The National Alliance for the Mentally Ill (NAMI) convention is September 8-12 in Washington, D.C.

The state Mental Health Task Force meets this Thursday (August 26<sup>th</sup>) to discuss people and services not eligible for Medicaid reimbursement, and access to residential services. They will also look at Western State Hospital (WSH) and Institute for Mental Diseases (IMD) exclusions.

The Real Choice Living Conference is Monday, September 27, 2004 from 8:00 a.m. to 3:00 p.m. at the Airport Hilton. Admission is free.

The City of Seattle Human Rights Commission and the Interfaith Alliance are sponsoring "Homelessness: A Denial of Human Rights", an all-day conference on Thursday, September 30, 2004, at St. Mark's Cathedral.

The NAMI-Eastside Art Show will be presented during National Mental Health Week, October 1 to October 9, 2004, at Redmond City Hall, and features art created by consumers.

October 7, 2004 is Bi-Polar Illness Awareness Week.

### **III. PREVIOUS MEETING NOTES APPROVAL**

The minute were approved unanimously.

### **IV. WORK PLAN ITEMS:**

- FOLLOW-UP ON FORUMS
- PROVIDER SUMMARY REPORT

There was a general discussion about the QC's Work Plan for the forthcoming months. When considering how the Provider's Report might fit on the work plan, the QC requested additional information related to the report, specifically how the size of an agency and its service population could impact the summary findings for each of the topics addressed in this report. The 2004 Work Plan Summary will be used to guide the QC's 2005 Work Plan.

### **V. EQRO**

History: The Balanced Budget Act of 1998 was codified into the Federal Register in August 2003, and one of its requirements is to determine Prepaid Inpatient Health Plan (PIHP) compliance with the CFR. The Washington State Mental Health Division (MHD) selected APS to be the External Quality Review Organization (EQRO) for each of the 14 PIHPs, with King County first on the list.

The PIHPs will have annual reviews with the scope varying by year; a full review happens the first and third year, information system assessment happens every two years, and an annual review on quality and performance improvement efforts.

The first review covered our information systems, Quality Assessment and Performance Improvement (QAPIs), Performance Improvement Process (PIP), Validating Performance Measures, Enrollees' Rights and Protections, Grievance Systems, and Certification and Program Integrity. The MHD is also being evaluated against standards identified as state responsibilities. MHCADSD staff put in many hours of preparation, collated seven binders of documentation, provided additional documentation during the review, and arranged for internal staff and staff from four providers to be interviewed. The EQRO exit interview was limited to general comments, but feedback during the review provided strong hints regarding areas of improvement.

The draft report is due to King County on or before September 10, 2004.

### **VI. ADJOURNMENT**

The meeting adjourned at 5:30 p.m.